

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Phoenix Manufacturing Inc

Connecticut State Technology Extension Program

Phoenix Manufacturing Succeeds with CONNSTEP

Client Profile:

Phoenix Manufacturing, Inc., founded in 1989, performs contract manufacturing of precision CNC metal components, forgings, fabrications, composites, and assemblies for the aerospace, automotive, medical, and defense industries. Phoenix Manufacturing is located in Enfield, Connecticut. The company employs 32 people and runs two operating shifts.

Situation:

In 2003 Phoenix Manufacturing Inc. was advised by their largest customers to become AS9100 registered. Phoenix Manufacturing management contacted the Connecticut State Technology Extension Program (CONNSTEP), a NIST MEP network affiliate, to assist in achieving registration.

Solution:

CONNSTEP researched the company procedures and performed a gap-analysis to ascertain what processes would be needed to conform to AS9100 standards. Management was trained on the duties and responsibilities required under AS9100. The employees were oriented on the AS9100 standards. The company quality manual and policies were revised. CONNSTEP also assisted the client in properly selecting a registrar. CONNSTEP helped Phoenix Manufacturing create the required documentation which enabled them to pass the registration audit. Phoenix Manufacturing has contracted with CONNSTEP to perform their internal auditing function. During the project close-out process, CONNSTEP personnel determined that Phoenix Manufacturing would benefit from a Northeast Utilities energy savings program. As a result, Phoenix Manufacturing replaced all lighting with low-energy, high efficiency lighting. The cost of the program will be pay for itself in an estimated 21 months and will result in substantial energy and cost savings.

Results:

- * Achieved AS9100 registration.
- * Retained 21 jobs.
- * Significantly reduced scrap, re-work and repair.
- * Retained largest customers.
- * Increased shop throughput.
- * Substantially saved on energy usage.

Testimonial:

"A move to a new larger facility, a significant increase in sales and requirements to be certified to AS9100 were all items occurring simultaneously in mid 2003. Fortunately we had a resource to call upon. CONNSTEP guided us through the entire AS9100 process seemingly effortlessly. The result has been the retention of jobs and customers and the opportunity to attract new customers. We intend

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on having an on-going relationship with CONNSTEP."

Nicholas E. Rago, President